

CONCESSIONER REVIEW PROGRAM-OPERATIONAL PERFORMANCE STANDARDS

INTRODUCTION

The following General Standard elements apply to almost all concession operations. There are, however, some instances where individual elements contained in the operating standards, include additional requirements to the general standards. In such cases, the operating standard element so states. Exhibits of the various operating standards and forms used in this program can be found at the end of this chapter.

A. GENERAL STANDARD FACILITY EXTERIOR

1. Structure Condition. The exterior of the buildings and other outdoor appurtenances must be in good physical condition, well painted or otherwise treated to protect against deterioration and kept clean and in good repair. (B)
2. Grounds. Grounds shall be well maintained, properly illuminated, uncluttered and free of litter, and debris. This will include facility entrances, stairways, parking areas, trails, driveways, walkways and other areas for which the concessioner is responsible or as outlined in the land assignment. (B)
3. Public Signs. Public signs for which the concessioner is responsible must be appropriately located, accurate, attractive and well maintained. Signs of a permanent nature shall be prepared in a professional manner, consistent with NPS standards, appropriate for the purpose they serve and, be approved by the Superintendent prior to installation. (B)or(C)
4. Garbage and Trash. The concessioner shall provide an effective system for the collection and disposal of garbage and trash within its areas of responsibility at the facilities. Waste should not accumulate in trash containers to the point of overflowing. Trash containers shall be conveniently located and in sufficient quantity to handle the needs of the area. Refuse shall be stored in receptacles which are covered, waterproof, and which comply with all relevant construction standards (such as bear and vermin proof), as specified by the National Park Service. State and/or county codes shall also be followed if applicable. (A)or(B)

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B. FACILITY INTERIOR

5. Public Restrooms. Public toilet areas shall be clean, odorless, free of litter, well illuminated, ventilated, and maintained. Toilet bowls, sinks and urinals shall be clean, reasonably free of stains and in proper operating condition. Toilet tissue, towels or air drying devices and soap shall be provided. Walls, floors, ceilings, mirrors, waste receptacles, chairs and other furnishings shall be clean, and well maintained. (A)
6. Public Signs. Public signs for which the concessioner is responsible must be appropriately located, accurate, attractive and well maintained. Signs of a permanent nature shall be prepared in a professional manner consistent with NPS standards, appropriate for the purpose they serve and, be approved by the Superintendent prior to installation. (C)
7. Public and Other Areas. The lobby, offices, storerooms, workrooms, ticket booths, tackrooms, corridors and other space shall be clean, properly illuminated and well maintained. All furniture provided should be commensurate with the size of the area and its intended purpose, present a well organized and uncluttered appearance and, be in good repair. Chairs, lamps, tables, ash trays, draperies and other furnishings shall be appropriate and adequate for the visitors' comfort. Floors must be clean, free of litter and stains. Vinyl floor coverings must be clean, waxed or buffed, free of cracks, chips and worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be clean and waxed or otherwise sealed. Carpeting must be clean, reasonably free of stains and be in good repair. Walls and ceilings are to be free of breaks and stains and have a fresh appearance. Windows must be clean and free of breaks. (B)

C. OPERATIONAL

8. Employee Performance. An active training program for the development of the necessary skills and techniques must be provided for all employees.

These sessions shall stress work performance and also include product and service presentation,

cleanliness, employee attitudes and NPS philosophy and policy. Performance should be indicative of good training.

(A)

9. Employee Attitude. Each employee is to project a hospitable, friendly, helpful, positive attitude and be capable and willing to answer visitors' questions (about both job and general park information).

(A)

10. Employee Appearance. The concessioner may be required to have its employees who come in direct contact with the public, so far as practicable, to wear a uniform or badge by which they may be known and distinguished as the employees of the concessioner. The concessioner shall require its employees to exercise courtesy and consideration in their relations with the public and present a neat, clean and otherwise attractive personal appearance.

(A)

11. Operating Hours. All facilities and services shall be operated in accordance with the hours authorized by the Superintendent or as specified in the operating plan and/or rate schedule. Hours of operation shall be prominently displayed at each facility in such a manner as to be easily visible to the public.

(B)

12. Staffing. All facilities and services must be properly staffed so as to prevent undue delays, e.g., registration areas, tour and transportation services, rental services, etc. In determining what constitutes undue delay, consideration shall be given to the kinds and types of service being rendered and situations or conditions beyond the control of the concessioner such as unanticipated influxes of visitors, facility or equipment breakdowns or sudden weather changes. The reasonableness of the delay, based on the above, should be the determining factor.

(A)

D. RATES

13. Authorized Rates. All rates being charged shall not exceed those approved by the Superintendent. These rates are to be verified against the specific approved service, portion size, quality, price or other such criteria.

(A)

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14. Posting of Rates. Rates shall be prominently posted in sales areas (point of purchase) as necessary. (B)
15. Sales Verification. Sales must be accurately and legibly recorded. Receipts shall be given for purchases when requested. (C)

E. OTHER

16. Vending. Vending and ice machines and their location shall be easily identified, adequately illuminated, conveniently located as approved by NPS, clean, properly stocked and be in good working condition. (B)
17. Beverage Container Guidelines. All of the requirements of the NPS Beverage Container Guidelines, as stated in Chapter 33 must be followed for all beverage sales including vending machines. Any State mandatory deposit law in effect must also be adhered to. (B)

FOOD SERVICE SANITATION INSPECTIONS - STD. NO. I

The goal for a system of sanitation inspections is to ensure correction of health hazards. An effective system must not only identify hazards, but also assign responsibility for correction and follow up to assure that some action is taken, in addition to rating the concessioner's performance. The correction of most of the operational and equipment deficiencies will be the concessioner's responsibility. Others, usually involving structural faults in government buildings, may be the responsibility of NPS.

INSPECTION AND RATING PROCEDURES

A. Official Inspections

Each food service facility (restaurant, snack bar, bar, etc.), is to be inspected for sanitation at least quarterly in year-round operations and at least twice during the operating period for seasonal operations. The number of periodic food service sanitation inspections of a facility may be reduced by two for year-round and one for seasonal operations if all rating scores for such facility for the previous year and the current year have been 85 (Satisfactory) or higher. The 1976 PHS (FDA) Food Service Sanitation Ordinance and the Food Service Establishment Inspection Report (Form FD 2420, 5/78) related thereto will be used as the standard as well as for recording inspection findings. All such inspections shall be made by either a PHS representative or an NPS, State or local Sanitarian.

Upon completion of an inspection, the Food Sanitation Inspection Report will be completed by the PHS representative or other Sanitarian before leaving the park. All significant deviations from the PHS standards will be identified on the PHS inspection report for each operation by circling the appropriate item number. A specific explanation of the deficiencies shall be noted on the reverse side of the report form or appended thereto and a correction period assigned (See Correction Period Section Below). A rating score for that inspection should then be calculated and recorded on the report.

The Sanitarian will discuss the report with the park concession specialist or other assigned individual who will at that time identify those deficiencies, if any, which are the responsibility of the park (NPS) to correct. The park representative will at that time also make the necessary adjustments on the front of the report on the line immediately below